

**STATEMENT OF WORK
FOR
RFP NO. 02-00322-P-J3
("RESOURCE, REFERRAL AND COUNSELING SERVICES PROGRAM")**

Independently, and not as an agent of the Federal Deposit Insurance Corporation (FDIC), Contractor shall furnish all labor, materials and services necessary to complete the work specified below.

1.0 SCOPE.

Contractor shall operate a comprehensive information and referral counseling and Employee Assistance Program (EAP), referred to as the Resource, Referral and Counseling Services Program (RRCSP), for FDIC's employees, their family members and significant others.

2.0 BACKGROUND.

- 2.1 WorkLife Program. The FDIC's Division of Administration, WorkLife Program, is responsible for the following programs: Part Time Program; Alternative Work Schedule Program; Telework Program; and Corporate Expressions of Sympathy Policy. In addition, the WorkLife Program manages the Corporate Worklife Information and Referral Service and Employee Assistance Program. Included in the programs above are policy development, negotiated Union issues, program communication and direct manager/employee assistance. The WorkLife Program prepares booklets, guides and program materials associated with WorkLife services. WorkLife services are offered to employees, their family members and significant others.
- 2.2 Resource, Referral and Counseling Services Program. The FDIC offers an extensive informational and referral counseling and employee assistance program, referred to as the Resource, Referral and Counseling Services Program (RRCSP), for its employees, their family members and significant others. Under the RRCSP, the term, 'family members', is defined as anyone living in the immediate household of the employee, and the employee's parents, children, siblings, and other individuals who have significant relationships with an employee which can impact an employee's work performance. The RRCSP is a - professional program in which the selected Contractor will provide assessment and/or short-term counseling, consultation and/or referral for individuals experiencing a variety of personal concerns (e.g., relationships issues, family concerns, personal growth and life change, alcohol and other drug abuse, emotional, legal, financial, etc.). The basic services of the RRCSP shall be provided by Contractor and shall consist of an on-line Internet service, a nationwide telephone counseling center and on-site counselors at FDIC Headquarters offices located in Washington, DC and Arlington, VA, and the FDIC Regional office located in Dallas, TX. In addition, affiliate providers shall be available to employees, their family members and significant others in cities where FDIC has offices where there are more than thirty (30) employees, as specified in **Exhibit [1]** to this Statement of Work ("SOW"). All FDIC employees, their family members and significant others may seek RRCSP services by self-referral, or, in the case of employees, a supervisory referral may initiate the process. A summary of RRCSP policy guidelines is provided as **Exhibit [2]** to

this SOW.

- 2.3 FDIC Population. The FDIC currently has approximately 6,039 employees. However, the FDIC projects that the employee population will decrease over the next four (4) years, as stated below:

<u>Estimated FDIC Population*</u>	<u>Date/Performance Period</u>
5,700 employees	January 1, 2003 (Initial Period)
5,500 employees	January 1, 2004 (Option Period 1)
5,400 employees	January 1, 2005 (Option Period 2)
5,400 employees	January 1, 2006 (Option Period 3)
5,400 employees	January 1, 2007 (Option Period 4)

* *The above population numbers are estimates only and shall not be construed as a minimum or maximum number of employees.*

- 2.4 Employees' Duty Stations. FDIC employees' duty stations are located throughout the contiguous United States, with the majority of employees located in Washington, DC, Arlington, VA, and Dallas, TX. However, wherever there is an FDIC insured bank or Savings & Loan ("institution") there will, from time to time, be FDIC employees, as many employees need to travel to institutions on official business. Additionally, the FDIC has one office in Puerto Rico and Hawaii. There are approximately eight (8) employees stationed in Puerto Rico and one (1) in Hawaii.

3.0 SUMMARY OF RRCSP SERVICES.

To follow is a brief summary of the RRCSP employee assistance services, including the WorkLife component, which Contractor shall provide under this Contract:

- Consultation by specialty-trained consultants and master's level counselors 24 hours a day, 7 days a week via a dedicated "800" telephone number for the FDIC.
- One counselor to work on-site, 8 hours each week, at FDIC facilities in Washington, DC and Arlington, VA, and one counselor to work on-site, 8 hours each week, at FDIC's Dallas Regional office.
- A minimum of twenty (20) ninety-minute seminars (annually) on suggested topics such as, stress, life change, downsizing, retirement planning, elder care, child care, money matters, and other topics as requested by the FDIC Oversight Manager ("Oversight Manager").
- Affiliate providers located in cities throughout the United States where FDIC has duty stations of at least thirty employees, to provide counseling services as required.

- Superior on-line services via the Internet which includes access to all Contractor fact sheets on specific WorkLife topics, a child care locator, an elder care locator, life assessment tools, WorkLife resources, links to other sites, access to consultants and counselors via e-mail, and the capability to order materials via the website.
- Short-term counseling to include six (6) fifty-minute counseling sessions per individual, per problem, whenever it appears that an individual's identified problem can be resolved through short-term counseling.
- Community resource referrals in cases where an individual agrees to seek treatment.
- Counselors to respond to critical incidents by providing at least three (3) hours of on-site consultation to individuals or employee groups per critical incident.
- Promotional material, including but not limited to, brochures and posters.
- Orientation presentations for employees to acquaint them with the RRCSP and the services Contractor will provide under the Contract.
- Training sessions for supervisors/managers designed to help them use the program effectively in performing their responsibilities.

4.0. PROVISIONS OF WORKLIFE PROGRAM.

4.1 Counselors/Consultants/Seminar Speakers/Providers. RRCSP shall include telephonic counselors and specialty-trained consultants, on-site counselors, seminar speakers, and affiliate providers (collectively referred to as "counselors"), as well as on-line resources, as stated below.

4.1.1 Telephone Counseling Center. Contractor shall establish a nationwide telephone counseling center which shall be available to FDIC employees, their family members and significant others (collectively referred to as, "individuals") twenty-four (24) hours a day, 365 days a year. The Telephone Counseling Center shall be available to individuals via a dedicated toll free number for FDIC and/or collect calls from areas not served by toll-free numbers.

4.1.2 On-Site Counselors. Contractor shall provide one counselor to work on-site at FDIC facilities located FDIC at Headquarters in Washington, DC and Arlington, VA, and one counselor to work on-site at FDIC's Dallas Regional office, on Tuesday, Wednesday, and/or Thursday of each week. On-site counseling services shall not be provided on Mondays or Fridays. Each on-site counselor shall work eight (8) hours each week.

In the future, Contractor may be required to provide on-site counseling services at other sites such as, but not limited to, Memphis, Kansas City, San Francisco, and New York.

4.1.3 Seminar Speakers. Each year, Contractor shall conduct, at FDIC locations nationwide, a minimum of twenty (20) ninety-minute seminars on suggested topics such as, stress, life change, downsizing, retirement planning, elder care, child care, money matters, and other topics as requested by the FDIC Oversight Manager ("Oversight Manager"). Contractor shall provide information to the FDIC Oversight Manager regarding the seminar speaker's qualifications and biographies (resumes) two (2) weeks prior to each seminar and must be able to provide seminars nationwide with four (4) weeks lead time of the request. The cost of twenty (20) seminars per year (performance period) shall be included in Contractor's fixed price per employee, per year. Contractor shall provide additional seminars upon the Oversight Manager's request. Contractor will be paid a fixed price per seminar for each seminar conducted over 20 during each year (performance period), in accordance with Section 4.1.B of the Contract.

4.1.4 Affiliate Providers. Contractor shall have one (1) or more affiliate providers located in each city where FDIC has duty stations of at least thirty (30) employees. Currently, the FDIC has duty stations of at least thirty (30) employees in the cities listed in **Exhibit [1]**.

4.1.5 Online Services. Contractor shall provide online services via the Internet as a one-stop resource for consultation, information, direction and personalized referrals to help employees balance the demands of their work with those of their personal life. Contractor's on-line service shall be a self-serve website for individualized search with access code. Contractor's website shall include easy access to all Contractor fact sheets on specific WorkLife topics, a child care locator, an elder care locator, life assessment tools, WorkLife resources, links to other sites, and access to consultants and counselors via e-mail. Contractor's online services shall also include the capability to order materials via facsimile, telephone or online, including, but not limited to, brief tapes on personal and workplace issues, books and videos, other printed educational material, and simple wills and trusts forms (formatted in a way that will allow individuals to "fill in the blanks"). Upon award, Contractor shall provide a web address with FDIC specific logon and password.

4.2 Consultant Activities. Specialty-trained consultants in the following areas shall provide the services specified in this Section below:

- Work Problem Consultants (*career planning to work relationships, conflicts, job performance, etc.*)
- Management Resource Consultants (*resource for managers and supervisors on work related issues, etc.*)
- Parenting and Childcare Consultants (*pregnancy/birth issues, basic child development issues, step/single parenting issues, adoption information, personalized child-care searches, etc.*)
- Education and Schooling Consultants (*searches and referrals for financial aid, colleges/universities placement, special-needs programs, scholarship/ grant, and vocational schools, etc.*)
- Eldercare Consultants (*personalized searches and referrals for in-home safety assessments, meal and transportation services, retirement communities, nursing homes and hospices, etc.*)
- Disability Consultants (*support services, independent living, family resources, etc.*)
- Substance Abuse and Addiction Consultants (*support services for drug, alcohol, smoking, eating disorders or gambling addictions, treatment options for recovery, etc.*)
- Emotional Well Being Consultants (*relationship conflicts, grief and loss, depression, stress, etc.*)
- Disaster and Crisis Intervention Consultants (*flood, hurricane, natural disasters, personal crisis, etc.*)
- Legal Consultants (*divorce, landlord or real estate concerns, consumer concerns, creditor problems, estates, wills, trusts, attorney selection, criminal charges, etc.*)
- Personal Financial Planning Consultants (*debt management, education, budget planning, etc.*)
- Everyday Issues Consultants (*consumer information, health issues, exercise, home buying, etc.*)

4.2.1. Work Problem Consultants. Work Problem Consultants shall help individuals deal with everything from career planning to co-worker relationships and inter-personal conflict to work-related performance. Business travel, workplace changes, disciplinary action and more sensitive issues such as discrimination and sexual harassment are also addressed. Work Problem Consultants shall assess the issues, provide options, and give recommendations for resolution. Work Problem Consultants shall not act as an advocate for the individual (seeking counseling) over the employer, but instead shall act as an advocate for the process.

- 4.2.2. Management Resource Consultants. Specialty-trained Management Resource Consultants shall provide managers, supervisors and personnel professionals direction and assistance regarding any work-related problem.
- 4.2.3. Parenting and Childcare Consultants. Parenting and Childcare Consultants shall help individuals with pregnancy/birth issues, basic child development issues, step/single parenting issues, adoption information and state regulations. In addition, consultants shall provide the information the individuals need to find suitable day care - including how to interview, evaluate, and monitor their day care provider. Child-care consultant service options shall include personalized search and referrals to childcare providers that meet individuals' criteria such as care within specified distance of individuals' office or home. Referrals shall be limited to where there are actual openings. Referrals shall include childcare centers, family childcare homes, nannies, sick care/back-up care, nursery schools and adoption agencies. Consultants shall also provide detailed referrals and information for recreation programs, vacation/summer camps, day camps and special needs programs.
- 4.2.4 Education and Schooling Consultants. Education and Schooling Consultants shall provide assistance in selecting and managing the whole family's education from preschool through college and personalized searches and referrals for financial aid, colleges/universities placement, special-needs programs, scholarship/grant, and vocational schools. Such services shall include: preschool consultation, which offers support for parents whose children are entering school for the first time. Consultants shall help parents assess their school-age child's ability and readiness for self-care situation and in the educational management and "homework helper" roles. Assists families who are considering a move, and parents who are considering a private school. Special Needs services include children with learning disabilities, attention deficit disorders, and other disabilities, as well as gifted children, those with special athletic abilities, and those with other special talents. *Upon request of an individual, Education and Schooling Consultants shall also intercede on the family's behalf with educators and act as an advocate to help them get the services they are due.* Consultants shall assist in identifying appropriate post-secondary schools, completing admission applications, including identifying scholarships and providing resources on scholarships to include a listing of all schools in the specialty area, and understanding possible financial assistance arrangements.
- 4.2.5 Eldercare Consultants. Eldercare Consultants shall provide individuals with personalized searches and specific referrals to include in-home safety assessments, meal and transportation services, retirement communities, nursing homes and hospices at locations where there are current verified openings. Elder Care Consultants shall also work with a spouse, sibling or in-law of an individual who has significant care giving responsibilities. Information, resources, and support shall include consultation on helping parents and older relatives dependent adult care, which offers consultation on caring for a dependent adult family member, long distant care-giving and care options. Contractor shall provide in-depth consultation by eldercare specialists or staff of lawyers and legal assistants for older relatives.

Contractor shall provide consultation on executing living wills, durable power of attorney, reviewing contracts for nursing homes, assessments of facilities and recommendations and access to assisted living arrangements and related issues, along with providing referrals to attorney(s) specializing in gerontological law. Home safety assessment for older relatives shall provide an in-home assessment including the safety of the living environment, a report of recommendations to home safety, living arrangements, etc. Eldercare Consultants shall make an extensive assessment of the situation and then help individuals sort through a wide range of elder care issues, including health, Medicare and Medicaid information, housing options, the financial realities of living wills and estate planning, and bereavement.

- 4.2.6 Disability Consultants. Disability Consultants shall provide resources, referral information and support services on issues relating to specific disabilities, independent living, family resources, rights and resources.
- 4.2.7 Substance Abuse and Addiction Consultants. Certified Substance Abuse and Addiction Consultants shall help individuals determine how drugs, alcohol, smoking, eating disorders or gambling is interfering with their life. Substance Abuse and Addiction Consultants shall help individuals explore treatment options and chart out a suitable course of action for recovery.
- 4.2.8 Emotional Well Being Consultants. Emotional Well Being Consultants shall provide resources, referral information and support services on issues relating to relationship conflicts, first time events, grief and loss, depression, stress, parenting and family concerns and marital conflict.
- 4.2.9 Disaster and Crises Intervention Consultants. Disaster and Crises Intervention Consultants shall provide resources, referral information and support services for flood, hurricane, natural disasters and personal crises. In addition, Consultants shall provide emotional support, financial support, community resources and, upon request of an individual, Consultant shall also intercede on a family's behalf with support agencies. Crisis intervention shall include resources and materials for emotional support.

4.2.10 Legal Consultants. Legal Consultants shall provide individuals with information on a variety of personal legal concerns including, but not limited to: divorce, landlord or real estate issues, consumer concerns, creditor problems, estates, attorney selection and criminal charges. Consultants shall answer questions regarding simple wills and trusts to the extent of assisting individuals with filling in the blanks on sample "fill-in-the-blank" forms provided by Contractor. Legal Consultants shall be legal assistants or attorneys and licensed/certified to provide services in the state in which they practice.

4.2.11 Personal Financial Planning Consultants. Personal Financial Planning Consultants shall provide information to individuals on subjects such as debt management, education, and budget planning. Financial Planning Consultants shall develop solutions for people suffering financial difficulties. This involves a plan for bill paying and budgeting by offering consultation on debt management, education planning and budget planning. Appropriate referrals are made to community resources. Financial Planning Consultants must be certified financial planners and offer consultation on investment strategies, retirement planning, insurance information, estate planning and choosing the right financial planner.

4.2.12 Everyday Issues Consultants. Everyday Issues Consultants shall provide information to individuals regarding issues that can occur at any stage of an individual's life ("everyday issues"). Every individual can use this service at one time or another. Consultants shall help individuals save time and money by providing information and referrals, consumer information and assistance on home remodeling and repair, home buying or leasing, big-ticket purchases and pet-care resources. Consultants shall also provide referrals for maid services, house sitters, appliance/home repair services, apartment search services, and pet sitting/boarding services, and provide information on nutrition and exercise, health issues, insurance information, reputable contractors, etc. Research shall be available on almost all types of consumer requests from the cheapest place to buy a specific brand of VCR/DVD player to the best Thai restaurant in town.

4.3 Counselor Activities. On-site and telephonic counselors' activities shall be directed toward assessment, short-term counseling, and, when necessary, referral of the individual to community or other outside resources, and follow-up, as detailed below.

4.3.1 Assessment. Counselors shall perform an assessment on individuals by interviewing individuals telephonically and in-person, as necessary, and preparing an intake record. When performing an assessment on the individual, it is essential that particular attention be given to identifying alcohol and other drug abuse problems, and to assess employees at risk. The FDIC strongly discourages Contractor from placing any individual on hold when they call the Telephone Counseling Center. However, the FDIC understands that it may be necessary for the Counselor to place an individual on hold if he/she needs to transfer the individual to a Counselor who specializes in the area for which the person is calling. In no event shall a Counselor place an individual on hold before the Counselor performs an assessment of the individual. When performing an assessment, if the Counselor

determines that the individual is at risk for harming him/herself or others, the Counselor shall not place the individual on hold under any circumstance.

- 4.3.1.a Initial Interview. The counselor shall interview the individual and obtain appropriate information to determine the nature of the problem. The on-site counselor or affiliate provider may conduct the initial interview by telephone or in person, face-to-face.
 - 4.3.1.b Face-to-Face Interview. Contractor shall conduct a face-to-face counseling session with the individual if the telephonic counselor determines a face-to-face counseling session is needed to fully evaluate the problem, or if the individual requests a face-to-face counseling session. In those areas where an on-site counselor is not provided, Contractor shall provide face-to-face counseling at Contractor's sole expense (i.e., Contractor will not be reimbursed for travel expenses or any other costs, if any.)
 - 4.3.1.c Intake Record. The on-site counselor shall collect and record pertinent information about the individual, with his/her knowledge, including health history, family status, employment data, description of the problem, risk assessment, substance usage, and other relevant personal data ("intake record"). Such information shall be confidential in nature and shall be used solely by the counseling professionals and shall not be disclosed or released, except in a manner consistent with the requirements of law.
- 4.3.2 Short-term Counseling. Whenever it appears that the identified problem can be resolved through short-term counseling, Contractor shall provide this service. Short-term counseling may be provided telephonically. However, upon an individual's request, Contractor's on-site counselor or affiliate provider shall provide face-to-face short-term counseling to an individual. For purposes of this Contract, "short-term counseling" shall include six (6) counseling sessions per individual, per problem. Each counseling session shall not exceed fifty (50) minutes per session. Contractor shall not provide long-term counseling or treatment (i.e., more than six (6) fifty-minute counseling sessions) to an individual for the same problem.

- 4.3.3 Community Resource Referrals. If an individual agrees to seek treatment, a counselor shall refer the individual for medical evaluation, diagnostic work-up and other health information that will permit appropriate case diagnoses, as necessary. When applicable, the counselor shall make every effort to see that resources in the community for treatment are explored ("community resources"), including sliding fee scale providers. Contractor shall follow the procedures detailed below when making referrals.
- 4.3.3.a Minimum Number of Referrals. Counselors shall refer individuals to at least two (2) community resources.
- 4.3.3.b Costs for Community Resources. The costs for the services provided by community resources will be borne by the individual or his/her insurance. Counselors shall have basic knowledge of the Federal Employees Health Benefit Plans, or the individual's health insurance plan, to be better prepared to refer employees to community resources that will allow the individual to use his/her health benefits. Counselors shall consider the costs to the individuals when providing realistic treatment resources.
- 4.3.3.c Referrals for Substance Abuse Cases. Counselors shall refer all substance abuse cases to in-patient or out-patient medical care as well as to self-help groups, such as Alcoholics Anonymous or Narcotics Anonymous. The latter are not considered treatment, but rather support.
- 4.3.3.d Scheduling Appointments. Counselor's shall make arrangements for the individual to utilize community resources and self-help groups and shall encourage the individual to participate in such resource programs.
- 4.3.3.e Release Forms. Counselors shall obtain release forms from the individual that will allow Counselors to contact the referral source to ensure that the client has kept the appointment, and to obtain feedback from the referral source regarding the individual's progress.
- 4.3.3.f Monitoring Individuals' Progress. After obtaining the individual's written authorization, Counselors shall monitor the individual's progress in and cooperation with the provider when treatment was recommended, on an on-going basis. If the Counselor learns that an individual did not keep a scheduled appointment with a provider, the Counselor shall contact the individual and explore the reasons for the missed appointment. Counselors shall maintain on-going contact with the individual regarding progress in treatment and/or adjustment on the job. If the individual discontinues participating in the treatment program, Counselors shall document the individual's case file.

4.3.3.g Apprise Supervisors of Progress of Individuals. Where appropriate and allowed by the confidentiality requirements, Contractor shall apprise the individual's supervisor of his/her progress and compliance in treatment.

4.3.4 Follow-Up. Contractor shall follow every problem to a realistic conclusion regardless of whether the problem was concluded with Contractor or referred to a community resource. Contractor shall establish systematic procedures and services for the follow-up. Individuals are to be contacted on a regular basis, as agreed to by the individual and Counselor, by telephone for one (1) year following final contact with a Counselor.

5.0 REFERRAL RESOURCE MANAGEMENT.

5.1 Pre-Screen Community Resources. Prior to referring an individual to a community resource, the referring Counselor shall pre-screen each resource in accordance with generally acceptable industry standards and guidelines for quality service.

5.2 Location of Community Resources. Community resources shall, at a minimum, be located in the cities where FDIC has duty stations of at least thirty (30) employees, as identified in **Exhibit [1]** to this SOW.

5.3 Community Resource Files. Contractor shall establish and maintain accurate up-to-date records regarding services, staffing qualifications, fees, etc. of community resources. The resource files shall be made available to the FDIC Oversight Manager upon request. Copies of qualifications and bios for seminar provider and, on-site counselors will be required by the provider for affiliate providers.

5.4 Financial Disclosure Statements. Contractor shall submit signed financial statements annually of itself, and its Key Personnel, which details the extent of their financial interest in any community treatment facility or other resource to which employees might be referred as a result of the RRCSP. Such financial statements shall be submitted to the Oversight Manager by January 15th of each year.

6.0. INDIVIDUAL CASE FILES.

Contractor shall maintain a complete case file on every individual who self-refers himself/herself to the RRCSP, or who is referred by a supervisor, regardless of whether the individual is an employee, family member or significant other.

7.0 MANAGEMENT RESPONSE TEAM.

7.1 Role of the Management Response Team. The FDIC has established a Management Response Team ('MRT') at the FDIC Dallas Regional office and the Headquarters office in Washington, DC. The Management Response Teams' primary responsibility is to promptly

respond to acts or threats of harm or violence in FDIC facilities.

- 7.2 Members of the MRT. MRT's are comprised of managers of various FDIC offices, as stated below:

FDIC Members:	Division of Administration <ul style="list-style-type: none">▪ Labor and Employee Relations Section▪ Security Management Section Legal Division
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- 7.3 On-Site Counselor's Role. Contractor's On-Site Counselors shall be an information source for the MRT and would be called on an "as needed" basis only.

8.0 CRITICAL INCIDENTS.

- 8.1 Contractor shall respond to critical incidents that occur at the FDIC. Critical incidents are defined as crisis, trauma or incidents that may have a negative impact upon employees and the FDIC. The number of critical incidents in the last four years has been as follows: 1998 - 1; 1999 - 1; 2000 - 2; and 2001 – 2.

- 8.1.1 On-Site Counselor Services. Contractor shall provide an on-site counselor to go to the worksite where the critical incident occurred. Counselors who respond to critical incidents shall have received and shall be able to provide documentation (i.e., copy of certification) proving that they have received formal "Critical Incident Debriefing" training. The counselor shall provide at least three (3) hours of on-site consultation with individuals or employee groups per critical incident. If the critical incident occurs at a worksite where an on-site counselor is not designated, then the cost for travel to the worksite shall be borne by Contractor, provided the Oversight Manager does not request the on-site counselor to stay overnight to provide additional consultation services for the same critical incident. If the Oversight Manager requests Contractor to provide more than three (3) hours of consultation services, and, as a result, the counselor is required to incur additional travel expenses, then the FDIC will reimburse Contractor for the additional travel expenses incurred, provided such expenses have been approved, in advance, in writing, by the FDIC Contracting Officer or Oversight Manager.

- 8.1.2 Follow-Up. Contractor shall follow-up with FDIC management, MRT's and employees after a critical incident to re-assess the need for more intervention. Contractor shall follow-up within a reasonable period of time, depending on the nature of the critical incident, or as requested by the Oversight Manager.

9.0 CASE MANAGEMENT.

- 9.1 Employee-initiated referral. Contractor shall handle employee-initiated referrals ("self-referrals") in accordance with the procedures stated below.

9.1.a Self-Referral. When an employee self-refers himself/herself to the RRCSP, Contractor shall provide consultation/counseling to the employee. The counselor shall refer the employee to community resources or self-help groups for treatment, as is appropriate or necessary.

9.1.b Counseling. In such self-referral situations the confidentiality requirements shall be strictly observed and the employee shall not ordinarily be asked to sign a consent form for releasing information to his/her supervisor. The counselor shall encourage the employee to talk with his/her supervisor regarding the problem. When contact from a counselor with the employee's supervisor would seem to be helpful, the counselor shall suggest this to the employee and shall obtain the employee's written authorization before speaking with the supervisor.

9.1.c In-Progress Self-Referral Case. Should a self-referral case be in progress and the employee's supervisor contacts Contractor with documentation of the employee's work performance deterioration or aberrant behavioral patterns at work, Contractor shall confer with the supervisor, as stated in 9.2.a below, but shall adhere to the confidentiality requirements strictly, giving no indication of the employee's previous self-referral. The employee may then, if appropriate, be contacted and advised of the potential need to sign a consent form to allow the counselor to give information to the supervisor.

- 9.2 Supervisory-Initiated Referral. Contractor shall handle supervisory-initiated referrals in accordance with the procedures set forth below.

9.2.a Supervisory Referrals. When a supervisor contacts a counselor regarding a troubled employee, the counselor shall counsel the supervisor and provide him/her with guidance in confronting employees with job performance or conduct problems, including how to refer the employee to the RRCSP. The counselor shall advise the supervisor regarding client confidentiality requirements. The counselor shall also instruct the supervisor to consult with their appropriate Labor and Employee Relations Specialist and encourage the supervisor to do the following:

1. Be alert, through continuing observation, to changes in work performance and conduct of assigned employees;
2. Document specific occasions when an employee's work performance,

conduct, behavior or attendance fails to meet minimum standards or where the employee's pattern of performance appears to be deteriorating;

3. Advise RRCSP counselors of the employee's problem, and the possibility of a referral. Supervisors should describe the employee's job behavior to the counselors but should not attempt to diagnose or draw conclusions, as this is Contractor's responsibility;
4. Conduct an interview with the employee focusing on poor work performance/conduct and inform the employee of available counseling services; and
5. If the employee refuses help, and performance or conduct continues to be unsatisfactory, follow the direction given by the Labor and Employee Relations Specialist.

9.2.b Counseling Services for Employees. If the referral is accepted by the employee, and the employee contacts Contractor, a counselor shall be provided to counsel the employee in accordance with the procedures set forth in Section 4.0 above.

9.2.c Counseling Services for Supervisors. Contractor shall provide counseling services to supervisors when requested regarding issues and problems involved in supervising troubled employees. Contractor shall consult with supervisors in dealing with the employee's job behavior and/or performance problem.

10.0 REPORTS.

10.1 RRCSP Quarterly Report. Contractor shall prepare a report, on a quarterly basis, which shall include the nature of the problems and disposition, broken down separately by employees, family members, significant others, and topic (e.g., elder care, career relocation assistance, family counseling, etc). The report shall also specify the number of employees who used the on-site counselors, by locations, and the number of employees who used the telephonic counseling services and affiliate providers. The report shall also include the number of website hits per quarter broken down by topic/category if possible. Critical incidents shall also be included in this report. Contractor shall submit the quarterly report to the Oversight Manager every three months.

10.2 RRCSP Final Report. Contractor shall prepare a RRCSP Final Report which shall cover the calendar year of operation, and shall submit one copy to the Oversight Manager by January 31st each year (i.e., during the Initial Term, the RRCSP Final Report will cover the period beginning on the Effective Date of the Contract through December 31st of the current year. However, under the Option Periods, the RRCSP Final Reports will cover the period January 1st through December 31st of the current year). The RRCSP Final Report shall be prepared in a format appropriate for the circulation of the results to the RRCSP field at large in order to contribute to the advancement of the profession, and shall include, at a minimum, the following information:

1. A summary of the statistics of program utilization;
2. The penetration rate for employee utilization. Penetration Rate is defined as the number of employees who utilized the RRCSP during the period of the year divided by the number of employees who are covered by the RRCSP;
3. Prioritization of needs, (i.e., why they called);
4. Major problems and/or obstacles encountered and how they were resolved or dealt with;
5. Critical incidents;
6. Major successes of the program;
7. Conclusions and recommendations on ways to improve the operation and evaluation of the RRCSP; and
8. Actual number of contacts/sessions.

10.3 Federal Employee Assistance Programs Annual Report. Contractor shall prepare and submit a Federal Employee Assistance Programs (FEAP) Annual Report to the Oversight Manager by January 31st of each year under this Contract. Each FEAP Annual Report shall cover the period January 1st through December 31st. Should this reporting requirement change, the Oversight Manager will notify Contractor as soon as notification is received or sixty (60) days before the change is effective, whichever comes first. The FEAP Annual Report shall include a statistical RRCSP report on employees only. The format of the FEAP Annual Report was developed by United States Office of Personnel Management (USOPM) (a sample report is provided as **Exhibit [3]** to this SOW).

10.4 Telephone Counseling Center "On-Hold" Report. If an individual is placed on hold for any reason, Contractor shall document the length of time the caller was on hold, and number of times the caller was placed on hold, as well. On the first of each month, Contractor shall provide a written report to the FDIC Oversight Manager which summarizes this information (i.e., the number of times individuals were placed on hold during the previous month, including the length of time each individual was on hold when they contacted the Telephone Counseling Center).

- 10.5 Short-Term Counseling Referral Report. On the first of each month, Contractor shall provide a report to the FDIC Oversight Manager that documents the total number of people who were referred to short-term counseling during the previous month, and a breakdown of the number of sessions Contractor authorized for each individual and the number of sessions each individual actually received. *(Reminder: As stated in Section 4.3.2 above, short-term counseling shall include six (6) fifty-minute counseling sessions per individual, per problem.) This information should be rolled up to the RRCSP Quarterly Report.)*

11.0 PROGRAM INITIATION.

- 11.1 General. In order to begin operating the RRCSP, Contractor shall provide the planning involved in the implementation, introduction, operation and performance assessment of the program, as specified below.

11.2 Promotional Materials.

- 11.2.1 RRCSP Promotional Materials. Contractor shall provide the following promotional materials to the Oversight Manager within the time frames specified below. Promotional materials shall include information regarding the RRCSP, the telephonic counseling center's toll-free phone number, web address and access code, types of problems counselors deal with, etc. to familiarize employees with the services offered under the RRCSP. Promotional materials must include the FDIC's name and WorkLife Total Benefits logo and be pre-approved by the Oversight Manager. The promotional posters, wallet cards, employee Brochures and magnets shall be submitted to the Oversight Manager within fourteen (14) calendar days following the Effective Date of the Contract. The WorkLife Total Benefits logo is provided as **Exhibit [4]** to this SOW. Contractor shall submit draft samples of the RRCSP promotional material items to the Oversight Manager for review and approval by the due dates specified in Section 15.0 below.

<u>Item</u>	<u>Quantity</u>
Promotional Posters	500
Wallet Cards	6,000
Employee Brochures	7,000
Promotional Magnets	7,000
Manager's/Supervisor's Brochures	800
Orientation Videotape	10

The costs for providing the above quantities of promotional materials, shall be included in Contractor's fixed price per employee, per year. If the number of FDIC employees increases, or if the Oversight Manager runs low on materials, during the contract period, Contractor shall provide additional quantities of the above promotional materials to the Oversight Manager, if requested. If additional quantities of the materials specified above are needed, the FDIC will reimburse Contractor for such items on a fixed unit price basis pursuant to

Section 4.1.B of the Contract.

11.2.2 Article/Write-Up for FDIC Newsletter. On a monthly basis, Contractor shall submit to the Oversight Manager an article or one-page write-up on certain topical material (e.g., stress management, dealing with stepchildren, holiday blues, etc.) for the FDIC to include in its monthly newsletter, which is distributed to all FDIC employees.

11.2.3 Distribution of Promotional Materials. The FDIC will distribute the promotional materials to employees.

11.3 Orientation Presentation. Within thirty (30) calendar days after the Effective Date of the Contract, on dates to be mutually agreed upon by the Oversight Manager and Contractor, Contractor shall conduct orientation presentations for all employees to acquaint them with Contractor and the RRCSP. An orientation presentation shall be conducted at FDIC Headquarters and each FDIC Regional Office, and each presentation shall be ninety (90) minutes in length. Contractor shall prepare a curriculum outline for the presentation, and hand-outs, and shall show the employees the orientation videotape during the presentation. Contractor shall submit its curriculum outline and hand-outs to the Oversight Manager for approval within fifteen (15) calendar days following the Effective Date of the Contract.

12.0 TRAINING FOR FDIC SUPERVISORS/MANAGERS.

The Oversight Manager may require Contractor to conduct two (2) supervisory training sessions, at FDIC facilities in Washington, DC or Arlington, VA, not to exceed two (2) hours each. Such training shall be designed to help supervisors/managers to use the program effectively in the performance of their responsibilities. Training sessions shall include, but not be limited to, the following topics:

1. Need for client privacy and confidentiality.
2. Self vs. management referrals.
3. Availability of advice and consultation for supervisors and other management officials.
4. Definition of a troubled employee.
5. Supervisor's role in dealing with a troubled employee (Special emphasis shall be given to working with supervisors in order to get them to refer problem employees to the RRCSP.)
6. Method of providing feedback to referring official.

13.0 CONTRACTOR PERSONNEL QUALIFICATIONS.

13.1 Project Manager. Contractor's Project Manager shall have full and complete responsibility for the professional management of the RRCSP. The Project Manager shall have, at a minimum, a master's degree in a counseling or related social science field. The Project Manager shall have at least two (2) years of experience in the field of providing counseling services, and at least two (2) years experience in the area of training as it relates to work

place issues and work and family issues.

13.2 Telephonic and On-Site Counselors and Affiliate Providers. All counselors, including affiliate providers, shall have, at a minimum, a master's degree in counseling or related social science field. Counselors shall have at least two (2) years of experience in the field of providing counseling services, and at least two (2) years experience in the area of training as it relates to work place issues and work and family issues. On-Site Counselors and any other counselors who respond to critical incidents shall have received and shall be able to provide documentation (i.e., copy of certification) proving that they have received formal "Critical Incident Debriefing" training.

13.3 Consultants. In addition to any qualification requirements specified in Section 4.3 above, all consultants shall have, at a minimum, a bachelor's degree and certification in a field related to their area of expertise if such certification exists, and have at least two (2) years experience in providing services similar to those services that they will provide under this Contract.

13.4 Other Contractor Personnel. With the exception of specialty-trained consultants, any Contractor personnel who interfaces with employees, their family members and significant others under this Contract shall have, at a minimum, a master's degree in counseling or related social science field. Contractors shall have at least two (2) years of experience in the field of providing counseling services, and at least two (2) years experience in the area of training as it relates to work place issues and work and family issues.

14.0 FDIC OVERSIGHT MANAGER.

The designated Oversight Manager for this Contract is listed below:

Federal Deposit Insurance Corporation
Attn: _____, Oversight Manager
550 17th Street, NW, _____
Washington, DC 20429
TEL: _____

The Oversight Manager will:

1. Serve as the FDIC liaison with Contractor.
2. Foster union cooperation in program development and implementation.
3. Provide statistical and other supporting information about FDIC work forces, locations of work force, health benefit plan, etc.
4. Provide resources and other assistance in regard to the training and education of the FDIC supervisors.
5. Provide Contractor with an overview of the personnel management system and develop an on-going working relationship with Contractor's counselors so that they can receive personnel management guidance in situations that require it.
6. Provide Contractor with monthly employment figures for the purpose of billing on the first business day of each month.

15.0 DELIVERABLES.

Contractor shall deliver the work products specified in this SOW in accordance with the schedule set forth below:

Task	Deliverable	Due Date
5.4	Financial Disclosure Statements	January 15 th each year
10.1	RRCSP Quarterly Report	Every three (3) months
10.2	RRCSP Final Report	January 31st each year
10.3	Federal Employee Assistance Program Annual Report	January 31st each year
10.4	Telephone Counseling Center "On-Hold" Report	1st of each month
10.5	Short-Term Counseling Referral Report	1st of each month; this information shall be incorporated into the quarterly report.
11.2.1	Submit Draft Sample RRCSP Promotional Materials, including Promotional Poster, Wallet Card, Employee Brochure and Promotional Magnet to Oversight Manager for approval.	Within seven (7) calendar days following the effective date of the Contract
11.2.1	Submit Draft Sample RRCSP Promotional Materials, including Manager's/Supervisor's Brochure and Orientation Videotape to Oversight Manager for approval.	Within twenty (20) calendar days following the effective date of the Contract
11.2.1	Submit Final approved RRCSP Promotional Materials, including 500 Promotional Posters, 6,000 Wallet Cards, 7,000 Employee Brochure and 7,000 Promotional Magnets to the FDIC Oversight Manager.	Within fourteen (14) calendar days following the effective date of the Contract
11.2.1	Submit Final approved RRCSP Promotional Materials, including 800 Manager's/Supervisor's Brochures and 10 Orientation Videotapes to Oversight Manager.	Within thirty (30) calendar days following the effective date of the Contract
11.2.2	Article/Write-Up for FDIC Newsletter	15 th of each month
11.3	Submit curriculum outline and hand-outs for orientation presentations to Oversight Manager	Within fifteen (15) calendar days following the effective date of the Contract

16.0 CONFIDENTIALITY.

The relationship between Contractor and FDIC's employees family members, and significant others under this Contract, and all communications in connection with performance under this Contract, shall be strictly confidential. Contractor will have the right to communicate directly and privately with FDIC's employees, as necessary, to carry out obligations to FDIC or its employees. However, the Oversight Manager, FDIC WorkLife Program staff, and Contractor personnel assigned to this Contract are equally subject to the confidentiality requirements and the exchange of client information between them does not constitute disclosure. To the extent legal services are provided under the Contract to individuals, it would be a breach of ethics for a lawyer to disclose client confidences without approval of the client (individual). Any attorney violating such client confidence would be subject to disciplinary action.

Contractor shall abide by all state and federal laws governing confidentiality. When there is

suspicion of child abuse, or a threat of harm to self or others, the law may require that the situation be reported to the appropriate authorities.

17.0 PROFESSIONAL ACTIVITIES.

Contractor's services under this Contract shall include providing assessments, consultation, information, and referrals, as described above. These services are not intended to replace disciplines requiring medical or legal licensing. Contractor may refer FDIC employees, their family members and significant others to qualified persons or organizations for assistance, as described in Section 4.2.3 above. Contractor is not responsible or liable for and does not provide insurance for the actions or in-actions of these third parties.

***** END OF STATEMENT OF WORK *****

Attachments:

- Exhibit [1] - Cities where FDIC has Office of at least thirty (30) Employees
- Exhibit [2] - Summary of RRCSP Policy Guidelines
- Exhibit [3] - Sample Federal Employee Assistance Programs Annual Report
- Exhibit [4] – FDIC's WorkLife Total Benefits Logo

Exhibit [1] to Statement of Work
CITIES WHERE FDIC HAS OFFICES OF AT LEAST THIRTY (30) EMPLOYEES

Los Angeles, CA Orange, CA San Francisco, CA
Washington, DC
Atlanta, GA Norcross, GA
Cedar Rapids, IA
Chicago, IL Downers Grove, IL
Indianapolis, IN
Overland Park, KS
Baton Rouge, LA
Braintree, MA Foxboro, MA Holyoke, MA Lexington, MA
Minneapolis, MN
Kansas City, MO
Jackson, MS
Concord, NH
New York, NY
Columbus, OH
Oklahoma City, OK
Memphis, TN
Addison, TX Dallas, TX Houston, TX
Salt Lake City, UT
Seattle, WA

Exhibit [2] to Statement of Work
SUMMARY OF RRCSP POLICY GUIDELINES

The RRCSP will operate under the policies and guidelines in 21 United States Code (U.S.C.) 1175 and 1180, and 42 U.S.C. 4561 and 4582. These concepts and guidelines include the following:

1. FDIC, as an employer, recognizes alcoholism or other drug abuse and emotional disorders as treatable health problems.
2. As an employer, FDIC prohibits all employees from using illegal drugs on duty. In addition, those in drug testing designated positions are prohibited from using drugs off duty as well. FDIC is concerned with the well being of its employees, the successful accomplishment of its mission, and the need to maintain employee productivity. FDIC provides Employee Assistance Program services to help employees who have substance abuse problems.
3. The goal of the RRCSP is to assist managers and supervisors in improving employee's performance by providing professional counseling to employees whose job performance or conduct is affected by personal problems. Professional ethics and principles of confidentiality from the Privacy Act must be adhered to at all times.
4. The purpose of counseling in the RRCSP is to assist employees on a voluntary basis in dealing with a variety of personal concerns, which impact upon work performance or conduct. When these problems are effectively confronted, the employees become healthier, better adjusted individuals and are likely to perform more productively and constructively in their jobs.
5. Concurrent with or prior to the initiation of regular disciplinary proceedings for unacceptable work performance or misconduct, supervisors and managers are strongly encouraged to provide employees with the opportunity to receive counseling through the RRCSP. Supervisors should be made aware that any adverse action based on poor performance or conduct that is taken against an employee may be subject to reversal if that employee proves to have a physical or mental disability that requires accommodation.
6. Whenever outside referral to a community agency or practitioner is deemed advisable for an employee, the RRCSP shall refer the employee to appropriate treatment services. The RRCSP shall attempt to assure that the costs of such treatment are kept within the employee's financial means by utilizing third-party payments, sliding fee scale community resources, and self-help groups to the maximum extent possible.

7. Regarding absence from work, employees who decide to accept a supervisor referral will be considered on official duty while calling RRCSP during office hours. The FDIC provides up to 6 sessions, per problem area, on official time. In-patient, outpatient, or face to face contact appointments may require leave.
8. Sick leave can be granted to employees for the purpose of treatment or rehabilitation as in any other illness or health problem in accordance with regulations of the USOPM and FDIC policy.
9. Employees of FDIC and their family members who feel they may be suffering from emotional disorders, alcoholism, other drug problems or any stressful situation shall be encouraged to voluntarily seek assistance and information on a confidential basis by contacting the RRCSP directly.
10. The role of FDIC management is regarded as critical and shall be stressed in implementation of the RRCSP.
11. Except for limitations for sensitive positions (as provided by Section 201(c)(2) of PL 91-616 and Section 413(c)(2) of PL 92-255):
 - a. No employee's job security or promotion opportunity will be jeopardized by a request for counseling or outside referral assistance from the RRCSP.
 - b. No person will be denied FDIC civilian employment solely on the grounds of prior alcohol or drug abuse or emotional problems.

Exhibit [3] to Statement of Work
SAMPLE FEDERAL EMPLOYEE ASSISTANCE PROGRAMS ANNUAL REPORT

Federal Employee Assistance Programs
(Agency-Wide Totals)
Annual Report FY 1996
October 1, 1995 - September 30, 1996
(Please Print or Type Your Submissions. Reproduce This Form Locally.)

SECTION A - General Information

1. Name of Department or Agency _____
2. Address (Street Number, City, State and Zip code) _____
3. Total Number of Civilian Employees as of September 30, 1996 _____
4. Name of Individual Preparing This Report _____
5. Tel. Number _____

SECTION B - Employee Assistance Program Management Information

1. Total Staff Years Expended in Program Management and Counseling Services _____
2.

Program(s) Covered By This Report	Number	Cost	Per Capita Costs
a. In-House Agency Program(s)	_____		
b. Another Agency's Program(s).....	_____		
c. Cooperative Program(s) (Consortium) ...	_____		
d. In-House Private Contract(s).....	_____		
3. Program Totals..... _____
4.

Program Personnel	Administrators	Counselors
a. Number of Full- Time.....	_____	_____
b. Number of Part-Time.....	_____	_____
c. Number with Collateral Duties.....	_____	_____

SECTION C - Qualifications of Administrators and Counselors

- Highest Academic Degree Obtained Number of PhDs Number of Masters Number of BS/BA
1. Degrees in Counseling or Related Fields _____
 2. Degree in Other Fields _____
 3. Number Certified in Alcohol and Drug Abuse _____
 4. Number with Experience in Counseling _____
 5. Does your agency require specific experience and/or education for EAP administrators and counselors? ____ YES ____ NO

If "YES", what are these qualifications?

6. Briefly, describe the training provided to administrators and counselors.

SECTION D - Counseling Information

<u>Employee Categories</u>	<u>Alcohol</u>	<u>Other Drugs</u>	<u>Emotional/Other</u>	<u>Total</u>
1. Total Number of New or Re-opened Cases _____				
a. Number of Self-Initiated (Voluntary) Referrals _____				
b. Number of Management Initiated (Involuntary) Referrals _____				
c. Number of Referrals as a Result of Drug Testing _____				
d. Number Helped (Restoration of Job Performance) _____				
e. Number Not Helped _____				
f. Number for Whom it is "too-soon-to-tell" _____				

SECTION E - Supervisory and Managerial Training

1. List Course Titles	Duration of Course (list in hours)	Number of Attendees

2. Totals

SECTION F - Other

1. Were internal evaluations conducted in FY 1996 of the EAP? ___YES ___NO. If "YES", briefly describe the methodology and how the results were used.

2. List major ways the EAP was promoted (i.e. seminars, newsletters, fliers, posters, etc.).

Exhibit [4] to Statement of Work
PICTURE/ COPY OF THE FDIC WORKLIFE TOTAL BENEFITS LOGO

